

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

December 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2017 to 2019 model year Chevrolet Silverado 2500/3500, GMC Sierra, 2500/3500, or 2019 model year Chevrolet Silverado 4500/5500/6500 was involved in GM recall N182206311. This letter is to inform you that parts are now available to repair your vehicle.*

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Silverado 2500/3500 vehicles, certain 2017-2019 model year GMC Sierra 2500/3500 vehicles, and certain 2019 model year Chevrolet Silverado 4500/5500/6500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall N182206311.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

In vehicles equipped with the Duramax diesel 6.6 liter engine and the optional engine-block heater cord, a short-circuit condition may develop in the engine-block heater cable or in the terminals that connect the heater cable to the block heater. A short-circuit condition can cause damage to engine components and increase the risk of a fire in the engine compartment.

### What will we do?

Your GM dealer will either replace your vehicle's engine-block heater or replace both the engine-block heater and cord, depending on your vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately 90 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V328.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann Combs  
Vice President  
Global Vehicle Safety

GM Recall N182206311